

“Important Information”

- Once you receive your card, please make sure that you sign it on the signature panel located on the back of the card.
- The Credit Union Prepaid Visa Card is NOT a credit card; it is a Prepaid Visa Card, and sufficient funds must be loaded onto the card before purchases or ATM withdrawals can be made.
- Cards will be activated on the first load of funds.
- Cards can be used to make purchases or ATM withdrawals anywhere that Visa cards are accepted world wide.
- You will be able to get your card balance any time by calling the helpline on +44 844 504 7811 or via the website www.trucash.com/cuni once you have activated your card.
- You can load your Credit Union Prepaid Visa Card free of charge at your Credit Union.
- For the latest applicable Terms and Conditions, Fee Schedule, and Privacy Policy, please visit www.trucash.com/cuni.

Get your

Credit Union PREPAID VISA CARD

Today!



Your Prepaid Card
is issued by Raphaels Bank

(Company Registration No. 1288938) has its head

office and registered office at 19-21 Shaftesbury Avenue, London,

W1D 7ED, England. We are a bank, authorised by the Prudential Regulation

Authority and regulated by the Financial Conduct Authority and the Prudential Regulation

Authority under registration number 161302 and are permitted to issue e-money.

12. Fees and Usage Restrictions

We do not charge You any fees to check Your on-line balance and transactions. For the complete fee schedule pertaining to the use of the Prepaid Card please see the fee table below or visit www.trucash.com/cuni or contact Your Credit Union for details.

When You use Your Prepaid Card at an ATM, You may also be subject to applicable fees, surcharge rules and regulations of the relevant ATM, or other financial institution or association.

If We decide to increase or impose any new fees beyond those set out herein, We will tell You by e-mail, text, or post, at least two months before any changes take effect, unless otherwise required by law. Authorisation will be requested at the time of each transaction. In the unlikely event, for any reason whatsoever, a transaction is completed when there are insufficient funds on the Prepaid Card for that transaction (a "Shortfall"), the Shortfall shall be reimbursed by You on request unless it is due to an error on the part of the retailer where the Prepaid Card was presented, in this circumstance We may seek the Shortfall from the retailer.

You agree that once We make this Shortfall known to You, We may charge You for the Shortfall amount. We may charge the amount of the Shortfall from any other Prepaid Cards that You hold with Us, to any other payment method which You may designate at that time, or against any funds which You may subsequently load onto Your Prepaid Card or on any additional Prepaid Card ordered by You. Until We are reimbursed the Shortfall amount, We may suspend Your Prepaid Card and any additional Prepaid Cards connected with You. In addition, We reserve the right to charge You an Administration Fee for each transaction that You make using Your Prepaid Card that results in a Shortfall or increases the Shortfall amount on Your Prepaid Card.

At Our discretion, inactive Cards may be deemed dormant and closed after the monthly inactivity fee depletes the balance to zero. Inactive status may be defined as 6 consecutive months during the lifetime of the Card and 12 months following expiry of the Card with no load or spend activity (excluding fees). Please see fee table below for details.

Fee Schedule

Point of Sale authorisation	Free *
Point of Sale decline	Free **
ATM Local authorisation(country of issuance)	£ 0.68
ATM decline (country of issuance)	£ 0.35
ATM International authorisation (outside of country of issuance)	£ 2.50
ATM International decline	£ 2.50
Card Loads	Free (at credit union)
Inactivity after 6 months during lifetime of the Card and after 12 months following expiry of Card to be deducted monthly	£ 3.00
Replacement Card	£ 5.00
PIN Change	£ 1.50
Redemption and Refund Fees	
Account Redemption (Closure) Fee during the lifetime of the Card	£ 5.00
Partial Redemption (Unload) fee during the lifetime of the Card	£ 5.00
Account Redemption Fee applied from one year after the lifetime of the Card expires	£ 5.00
Maximum ATM Withdrawal per day	£ 500.00
FX Fee on transactions ¹	1.00%

¹In addition to the VISA exchange rate detailed in Section 11.

13. Your Details

You must let Us know as soon as possible if You change Your name, address, phone number or e-mail address. If We contact You in relation to Your Prepaid Card, for example, to notify You that We have cancelled Your Prepaid Card or to send You a refund by cheque, We will use the most recent contact details You have provided to Us. Any e-mail to You will be treated as being received as soon as it is sent by Us. We will not be liable to You if Your contact details have changed and You have not told Us.

14. Data Protection

In purchasing the Prepaid Card and using it, You agree that We can use Your personal information in accordance with Our Privacy Policy. Our Privacy Policy is set out on the Website, it includes details of the personal information that We collect, how it will be used, and who We pass it to. You can tell Us at any time if You don't want to receive any marketing materials from Us.

15. Disputes with Retailers

If You have any disputes about purchases made using Your Prepaid Card, You should settle these with the relevant retailer. We are not responsible for the quality, safety, legality or any other aspect of any goods or services purchased with Your Prepaid Card.

16. Communication

If You have an enquiry relating to Your Prepaid Card, You can send an email to Us at service@trucash.com. If You do not wish to enquire in this way You may call Our Customer Service telephone line at +44 844 504 7811. If Your Prepaid Card is lost or stolen, please call +44 (0) 844 504 7811. The customer service telephone line is a chargeable service. Calls cost 5p per minute from a fixed BT landline. Call costs from other networks may vary.

17. Complaints

If You are unhappy in any way with Your Prepaid Card tell Us by sending an email to service@trucash.com or calling Us at +44 (0) 844 504 7811 so We can investigate the circumstances for You. You may be able to refer unresolved complaints to the Financial Ombudsman Service at South Quay Plaza, 183 Marsh Wall, London E14 9SR. Telephone: +44 (0) 845 080 1800; E-mail: enquiries@financial-ombudsman.org.uk; Website: <http://www.financial-ombudsman.org.uk>

18. Compensation

The Prepaid Card is an electronic money product and although it is a product regulated by the Financial Conduct Authority, it is not covered by the Financial Services Compensation Scheme. No other compensation scheme exists to cover losses claimed in connection with the Prepaid Card. This means that in the unlikely event that R. Raphael and Sons plc becomes insolvent, Your funds may become valueless and unusable and as a result You may lose Your money.

19. Assignment

We may assign this Agreement to another company at any time, on giving You 2 months prior notice of this. If We do this, Your rights will not be affected.

20. Transfer to a new Prepaid Card

We reserve the right to transfer Your unused balance to a new Prepaid Card provided by a different Prepaid Card issuer at any time. In any case before We do this, We will give You 2 month's notice of the new Prepaid Card arrangements and the new Prepaid Card terms and conditions. Unless You advise Us within the 2 month period that You do not want a new Prepaid Card from the new Prepaid Card issuer, You agree that We may automatically transfer the unused balance on Your Prepaid Card to a new Prepaid Card provided by the new Prepaid Card issuer.

21. Governing Law

This Agreement is included in English. All communications with You will be in English. These Terms and Conditions will be construed in accordance with English law and both parties agree to submit to the jurisdiction of the UK Courts.

22. Prepaid Card Issuer

Your Prepaid Card is issued by Raphaels Bank (Company Registration No. 1288938) has its head Office and registered office at 19-21 Shaftesbury Avenue, London, W1D 7ED, England. We are a bank, authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 161302 and are permitted to issue e-money.

Your Prepaid Card is the property of Raphaels Bank and is not transferable to anyone else.

Application Form



The full title of this product is Credit Union Prepaid Visa Card

Credit Union PREPAID VISA CARD

WE LOOK AT THINGS DIFFERENTLY



CREDIT UNION NORTHERN IRELAND PREPAID CARD TERMS AND CONDITIONS

BY USING THE PREPAID CARD YOU ARE AGREEING TO THESE TERMS AND CONDITIONS.

These terms and conditions apply to Your Prepaid Card. You must read them carefully. In these terms and conditions “You” or “Your” means the named Prepaid Cardholder and the authorised user of the Prepaid Card. “We”, “Us” or “Our” means R. Raphael & Sons plc (trading as “Raphaels Bank”). “Website” means the Website at www.trucash.com/cuni. This is a copy of Your agreement for You to keep. A further copy is available on request (see Clause 16) and the latest version shall be posted on the Website.

1. Your Prepaid VISA Card

You can use Your Prepaid Card at any location that displays the VISA Acceptance Mark, including shops, restaurants, online, or on the telephone. You can also use Your Prepaid Card overseas. Before using the Prepaid Card You need to make sure there are enough funds loaded on it. You will not be able to use Your Prepaid Card after its expiry date. However We may, if requested, issue You with a new Prepaid Card / E-Money Account prior to expiry of the Card.

Your Prepaid Card is not a credit card and can only be connected to Your account for the purposes of loading the Card. You will not earn any interest on any funds loaded on Your Prepaid Card. However, You must be a member of a credit union affiliated to the Irish League of Credit Unions to use the Card and your membership of the credit union is subject to the rules of the credit union. Where You have requested Additional Prepaid Cardholders, You authorise us to issue Prepaid Cards and a PIN to the Additional Prepaid Cardholders and You authorise each Additional Prepaid Cardholder to authorise transactions on your behalf.

2. Applying for and activating Your Prepaid Card

To apply for the Prepaid Card You must be at least 16 years old. We will require satisfactory evidence of Your identity and Your address. We may ask You to provide documentary evidence to prove this and/or We may carry out identity checks on You.

You must sign the signature strip on the back of the Prepaid Card as soon as it is received. Please refer to www.trucash.com/cuni for all Prepaid Card loading options, or refer to the “Loading Your Prepaid Card” section below.

We reserve the right to refuse to issue, activate or load a card at Our discretion.

3. Loading Your Prepaid Card

Funds can only be loaded to Your Prepaid Card through the credit union where You purchased Your Prepaid Card.

The maximum initial load on Your Prepaid Card is £10,000. Your Prepaid Card cannot be loaded more than twice in any one day. The balance on Your Prepaid Card can never exceed £10,000 at any time. We reserve the right to refuse to accept any particular loading transaction.

Your funds will normally be available for use without delay. A load receipt will be provided and a load/reload fee may apply for each load/reload that You make. Please see Clause 12 below for details of when such a fee will apply.

4. Using Your Prepaid Card

Detailed instructions on how to use Your Prepaid Card are posted on the Website. You will need to follow these instructions when using Your Prepaid Card.

In each case, We will deduct the value of Your transaction from the balance on Your Prepaid Card. We will also deduct any applicable fees as soon as they become payable by You. These fees are detailed in Clause 12 below.

The Prepaid Card belongs to Us. We may at any time ask You to stop using Your Prepaid Card and return it to Us or destroy it. We may at any time suspend, restrict or cancel Your Prepaid Card or refuse to issue or replace a Prepaid Card for reasons relating to the following:

- if We are concerned about security of Prepaid Cards We have issued to You;
- if We suspect Your Card is being used in an unauthorised or fraudulent manner;
- if We need to do so to comply with the law.

If We do this, We will tell You as soon as We can (or are permitted to do so) after We have taken any such step(s).

We may also refuse to pay a transaction:

- if We are concerned about security of Your Prepaid Card or We suspect Your Prepaid Card is being used in an unauthorised or fraudulent manner;
- if Sufficient funds are not loaded on Your Prepaid Card at the time of a transaction to cover the amount of the transaction and any applicable fees;
- if there is an outstanding Shortfall on the Prepaid Card in accordance with Clause 12 below;
- if We have reasonable grounds to believe that You are acting in breach of this Agreement;
- if We believe that a transaction is potentially suspicious or illegal; or
- due to errors, failures (whether mechanical or otherwise) or refusals by retailers, payment processors or payment schemes processing transactions.

You must not give the details of Your Prepaid Card to any retailer with a view to entering into any arrangement for periodic billing. Any debits made to Your account as a result of such arrangements will be considered to have been authorised by You.

We cannot guarantee any particular retailer will accept Your Prepaid Card.

If We refuse to authorise a transaction, We will, where practicable, tell You why unless it would be unlawful for Us to do so. You may correct any inaccurate information We hold and which may have caused Us to refuse a transaction by contacting Us on +44 (0) 844 504 7811.

5. Authorising Transactions

A Prepaid Card transaction will be regarded as authorised by You where You:

- 1) authorise the transaction at the point of sale by following the instructions provided by the retailer to authorise the transaction, which may include:
 - a) entering Your PIN or providing any other security code;
 - b) providing the Prepaid Card details and/or providing any other details as requested;
 - c) waving/swiping the Prepaid Card over a card reader or inserting Your Prepaid Card into a card reading device for the purpose of making a payment;
- 2) insert a Prepaid Card and enter Your PIN to request a cash withdrawal at an ATM.

Authorisation for a transaction may not be withdrawn or revoked by You after the time it is received.

6. Cancellation and expiry of Your Prepaid Card

Your Prepaid Card will be valid for three (3) Years. When it expires, You may request a new Card and We will issue You with a replacement Card and deduct the cost of replacement from the available balance of Your current Card. If the available balance of Your Card is not sufficient to cover the costs for its replacement Card, it will not be issued.

Unless terminated in accordance with the terms herein, this Agreement shall continue for so long as the Card remains valid and unexpired.

If You cancel Your Prepaid Card, once all transactions and fees have been deducted, We will arrange for any unused funds to be refunded to You, (see “Your Rights to Redemption of Funds and Refunding of Transactions on Your Prepaid Card” section below for further information). A Redemption Fee may be charged (see Fees section below) unless You have arranged to transfer any unused funds to another Prepaid Card managed by Us, or You cancel Your Prepaid Card within 14 days of receiving it.

We may also cancel Your agreement for any reason by giving You at least two (2) months notice in writing:

- if You breach any term of this Agreement;
- if You act in a manner that is threatening or abusive to Our staff, or any of Our representatives;
- if You fail to pay fees or charges that You have incurred or fail to promptly pay any shortfall;

We may also cancel this Agreement or suspend Your Prepaid Card or account immediately if We believe Your Prepaid Card is being used to commit fraud or for any other illegal purpose.

If We cancel Your Prepaid Card You must tell Us what You want Us to do with any unused funds within three (3) months of the date of cancellation. If We do not receive any such instruction We will return the funds to the loading source. Please note that We will need to

verify Your identity in order to satisfy Anti Money Laundering requirements.

If Your Prepaid Card is cancelled, We will immediately block Your account so it cannot be used. You will not be entitled to any refund of funds already spent or pending or any fees for use of the Prepaid Card before the Prepaid Card is cancelled or expires. You can cancel Your Prepaid Card at any time by sending an email to Us at service@trucash.com, or by phoning Us on +44 (0) 844 504 7811 and confirming that You have destroyed Your Prepaid Card.

7. Keeping Your Prepaid Card secure

You should treat Your Prepaid Card like cash. If it is lost or stolen, You may lose some or all of Your money on Your Prepaid Card, in the same way as if You lost cash. You must keep Your Prepaid Card safe and not let anyone else use it. If You are issued with a PIN, You must keep it secret at all times. If You suspect that someone else knows Your PIN, You should change it as soon as possible. You can change Your PIN at most ATM machines by following the onscreen instructions. We recommend that You check the balance on Your Prepaid Card regularly online at the Website. We will provide You with Your Prepaid Card balance and a statement of recent transactions either by electronic means or via Our secure webpage at any time.

Your statement will show:

- information relating to each Prepaid Card transaction;
- the amount of each transaction shown in the currency in which the transaction was paid or debited to the account;
- the amount of charges for each transaction
- the date each transaction was authorised or posted on to the account.

8. Lost and stolen Prepaid Card and unauthorised or incorrectly executed payments

If You know or suspect that a Prepaid Card is lost or stolen or that the PIN or password is known to an unauthorised person or if You think a transaction has been incorrectly executed, You must tell Us without undue delay by calling Us on Our 24 hour lost and stolen card helpline +44 (0) 844 504 7811. We will refund any incorrectly executed transaction unless We have any reason to believe that the incident has been caused by a breach of this agreement, gross negligence or where We have reasonable grounds to suspect fraudulent or other unlawful activity.

However, if our investigations show that any disputed transaction was authorised by You, or You have acted fraudulently or with gross negligence (for example by failing to keep Your Prepaid Card or PIN secure), You may be liable for any loss due to such use of the Prepaid Card.

9. Our Liability

We shall not be liable for any loss arising from:

- any cause which results from circumstances beyond Our reasonable control; or
- any particular retailer refusing to accept Your Prepaid Card;
- Our compliance with legal and regulatory requirements;
- loss or corruption of data (unless caused by Our wilful default).

We shall not in any circumstances be liable for:

- any business interruption, loss of revenue, goodwill, opportunity or anticipated savings;
- any indirect or consequential loss.

10. Your Right to Redemption and Refunds

You have the right to redeem the funds on Your Prepaid Card at any time in whole or in part, up to 6 years from the expiry of this Agreement. To do so, either send Us an e-mail using the “contact Us” facility on the Website, or contact Us by telephone on +44 (0) 844 504 7811, requesting redemption and indicating the amount to be redeemed.

If You request redemption of all funds on Your Prepaid Card, You must confirm in writing that You have destroyed Your Prepaid Card (e.g. by cutting it up). When We process Your redemption request, We may require You to provide Us with identity documents in accordance with legal requirements.

We may also charge a redemption fee if one of the following circumstances apply:

- if You are requesting redemption before termination or expiry of this Agreement;
- if You cancel this Agreement before any agreed termination or expiry date;

- if You request redemption (or a refund) more than one year after the date of termination or expiry of this Agreement; or
- if You request a partial redemption (including any unload of the Card) before termination or expiry of this Agreement

Refunding Transactions

You may be entitled to claim a refund in relation to a transaction where:

- We were responsible for a transaction which was incorrectly executed and notified to Us in accordance with section 8 above;
- the pre-authorised transaction did not specify the exact amount at the time of its authorisation and the amount charged by a retailer is more than You (or an additional Prepaid Cardholder) could reasonably have expected (taking into account normal spending patterns on the Prepaid Card or the circumstances of the transaction); and/or
- We were notified of the unauthorised/incorrectly executed transaction within thirteen (13) months of the debit date.

A claim for a refund in the circumstances set out above will not be accepted if the amount of the transaction was made available to You at least 4 weeks before the transaction date or it is made more than 8 weeks after being debited to Your account.

We may refund the amount of any disputed transactions which were not authorised by You and You may not be liable for such unauthorised transactions on Your Prepaid Card unless You or any additional Card User acted fraudulently or with intent or gross negligence failed to comply with these Terms and Conditions (including, but not limited to, failure to notify Us of the loss, theft, misappropriation or unauthorised use of Your Prepaid Card).

If Your Card is lost or stolen but You took reasonable steps to prevent such loss or failure, Your maximum liability may be limited to £50 unless You are otherwise in breach of this Agreement (in which case You may be liable for the whole loss).

If the circumstances and evidence available to Us at the time that You bring an unauthorised transaction to Our attention demonstrate that the debit was in fact authorised by You, and You still wish to continue to dispute the transaction as unauthorised, then We shall have the right to request that You provide additional written information and a statement signed by You concerning such error to show that the evidence on which We base Our refusal for an immediate refund is unfounded. You may be prosecuted in the event that You bring any fraudulent claim including in relation to an unauthorised transaction against Us.

If any subsequent investigations by Us show that any disputed transaction was in fact authorised by You, or the proviso conditions set out above apply, We will not refund the transaction amount, or if a refund was initially made by Us and Our subsequent investigations show that You were not entitled to such refund (or You failed to return a signed written statement to Us within 10 days of Our request) We shall have the right to make an immediate recharge to Your Prepaid Card.

Where You are not liable for an unauthorised transaction, We will refund the value of that transaction and will have no further liability to You for any other losses You may suffer in relation to such transaction. However, if Our investigations conclude that the transaction You have disputed has been authorised by You (or on Your behalf), We may charge You an investigation/administration fee of up to £35.

11. Changes to These Terms

We may change these terms at any time by notifying You by e-mail or other agreed means at least 2 months before the change is due to take effect, unless otherwise required by law. The up-to-date version of the Prepaid Card terms and conditions in each case will be available on the Website. The change will automatically take effect and You will be deemed to have accepted the notified change(s) unless You tell Us that You do not agree to the change. In that event, We will treat that notice as notification that You wish immediately to terminate this Agreement. In such circumstances We will refund any balance on Your Prepaid Card in accordance with section 10 above and You will not be charged a Refund Fee.

For all transactions made in a foreign currency You can view the applicable exchange rate (at the time of the transaction) via the Visa website http://www.visaeurope.com/en/cardholders/exchange_rates.aspx. Please note that We may charge an additional percentage amount as detailed in Section 12.

“Card Application Form”

If you are a credit union member, just complete and return the application form below to your credit union. Non-members cannot apply for a Prepaid Visa Card without first becoming a member of their local credit union.

Name: _____
(as it will appear on your card)

Address: _____

Postcode: _____

Mobile Tel Number:

Email Address: _____

Date of Birth: / /

Member Account#:

Please tick the following to confirm:

I hereby apply for a Credit Union Prepaid Visa Card. I have read and accept the Terms and Conditions relating to the Prepaid Visa Card and agree to pay all charges and fees, as detailed in and in accordance with the latest applicable Fees and Charges schedule.

I understand that my details, including mobile telephone number may be used for security purposes in relation to activity on my Credit Union Card account. I authorise my credit union to hold these details on file.

From time to time, we may use the contact details provided to inform you of information relevant to your credit union card account. Your details will never be passed on to unauthorised third parties without your consent. You may opt out from receiving this information by contacting your Credit Union.

Member Signature: _____

Date: / /

For office use only

Application Date: / /

Card #:

Please enter one of the following:

Driver's License# _____

Passport # _____

Other ID # _____

Other ID Description: _____